

Instructions for Service Now - FTA

The Predeparture Subsistence Expense Portion of the FTA is granted to assist employees and accompanying dependents with the costs of temporary lodging, meals, laundry, and dry cleaning that are incurred when an employee transfers overseas from a post in the United States. The allowance may be granted for up to **10 days** before final departure from the United States, beginning not more than **30 days** after the employee has vacated permanent residence quarters. The 10 days may be taken anywhere in the United States as long as the employee and family members have not begun travel on orders and **the final departure is from U.S. actual place of residence or post of assignment**. There is no authorization to reimburse employees for any local transportation costs.

Processing Predeparture Subsistence Expense Portion of the FTA (NTS)

Incoming FTA:

Required Documents:

- SF-1190, Foreign Allowances Application (Link) (Instructions Link)
- DD Form 1351-2 Travel Voucher or Sub-Voucher
- FTA Worksheet (Link)
- Copy of PCS orders
- Lodging Receipts

Process:

- Complete and sign all documentation
- Forward to your supervisor and Resource Management Office (RM) for signatures in Blocks 25 and 26 of the SF-1190
- Submit to CPAC for processing

Additional Information:

- You must maintain all receipts until paid
- DD Form 1351-2 is only used to establish your itinerary in this process. To file a travel voucher, you will need to file the DD Form 1351-2 with finance.

Submitting FTA to FER in Service Now

The following is initial guidance on how to submit requests to renew FTA in the Service Now System for employees serviced by FER.

(This system requires a CAC card to log in)

(This system allows for automatic touchpoint notifications when the request is received, actioned, or the status changes. Employees are notified through their email address)

Logging in to Service Now Portal

Web Address: <https://service.chra.army.mil>

https://service.chra.army.mil/hr_internal

Search...

ortal - HR Service ...

ITS) Pre-Acceptance CPOL

Login

User name

Password

Remember me

Login

If you dont have a CHRA account, please select the button below to request one.

Request Account

[Contact Us](#) [Privacy Policy](#) [About Us](#)

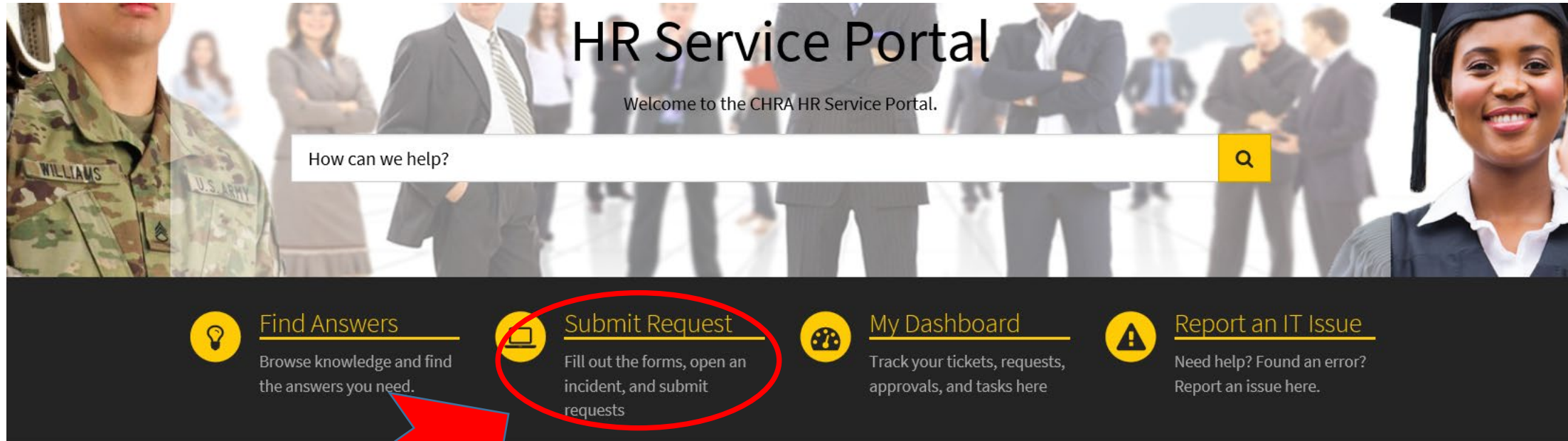
Employees need to access the portal through the web address above.

This should take you to the Service Now Portal on the next slide.

(Employees may get an error when logging in and taken to the screen to the right)





(If this happens go to the address and delete the /hr_internal at the end of the address and push enter again)

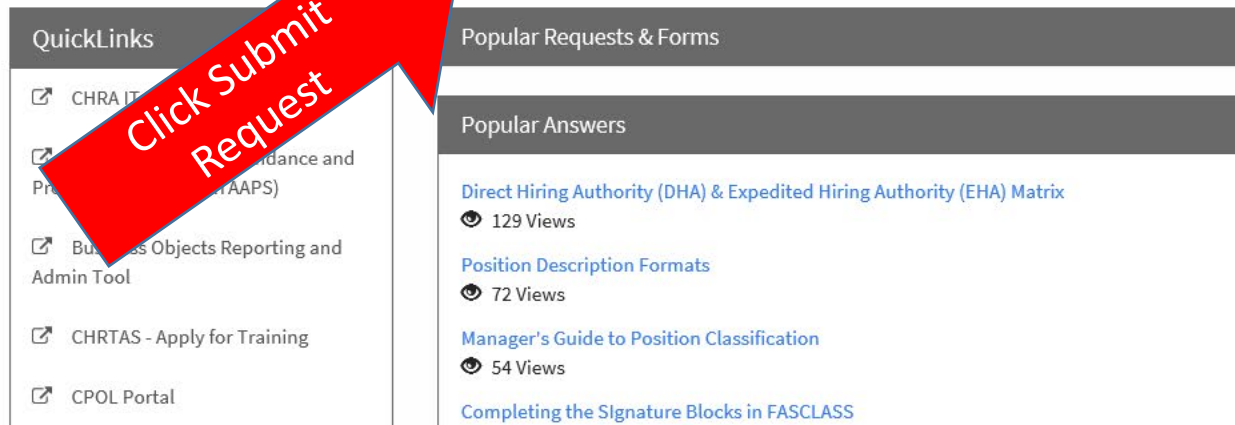
Service Now Portal



HR Service Portal
Welcome to the CHRA HR Service Portal.

How can we help?

-  **Find Answers**
Browse knowledge and find the answers you need.
-  **Submit Request**
Fill out the forms, open an incident, and submit requests
-  **My Dashboard**
Track your tickets, requests, approvals, and tasks here
-  **Report an IT Issue**
Need help? Found an error? Report an issue here.



QuickLinks

- [CHRA IT](#)
- [Guidance and Procedures \(AAPS\)](#)
- [Business Objects Reporting and Admin Tool](#)
- [CHRTAS - Apply for Training](#)
- [CPOL Portal](#)

Popular Requests & Forms

Popular Answers

- [Direct Hiring Authority \(DHA\) & Expedited Hiring Authority \(EHA\) Matrix](#)
129 Views
- [Position Description Formats](#)
72 Views
- [Manager's Guide to Position Classification](#)
54 Views
- [Completing the Signature Blocks in FASCLASS](#)

Click Submit Request

Service Catalog Screen

Local National Classification View Items in Category	Local National Staffing View Items in Category	NAF Benefits View Items in Category	NAF eOPF View Items in Category
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This screen presents major services categories available to customers. Not all services are offered at this time. (click "View Items" under Overseas Entitlements to see more options)

Overseas Entitlements View Items in Category	Overseas Travel Entitlements View Items in Category	Payroll Customer Service View Items in Category	Reports Request reporting support View Items in Category
Resource Management Support	Staffing Proponent CONUS	Timekeeping	Training Services

Click View Items

Overseas Entitlements Screen

[Home](#) > [Service Catalog](#) > [Overseas Entitlements](#)

Search



Overseas Entitlements

Advance of Pay (Salary)

Advance of Pay (Salary)

> View Item

Death Case Reporting

Death Case Reporting

> View Item

Foreign Transfer Allowance (FTA)

Foreign Transfer Allowance (FTA)

Click View Item

> View Item

Hazard Duty Pay

Hazard Duty Pay

> View Item

Living Quarters Allowance

Request Living Quarters Allowance (LQA) service.

> View Item

LQA Eligibility Appeal/Redetermination

Request an LQA eligibility determination review.

LQA Eligibility Determination

Request an LQA eligibility determination. Ensure all required paperwork is attached.

> View Item

Non-Ter

Non-Ter

> View Item

This screen presents services under Overseas Entitlements categories available to customers. Not all services are offered at this time. (click "View Item" under FTA to submit a request)

FTA Screen

Search

Foreign Transfer Allowance (FTA)

Foreign Transfer Allowance (FTA)

- 1. Select Pre-Departure Subsistence Expense
- 2. Attach all files
- 3. Click "the drop down menu" to the right and select "Yes" if all of the documents are attached
- 4. Click submit when complete

* Which type of FTA transaction are you requesting?

Miscellaneous Expense

Miscellaneous Expense

Pre-Departure Subsistence Expense

Unexpired Lease Penalty Expense

Wardrobe Expense


NO

Select Yes or No

Submit

Click Submit when finished

Add documents from slide 2-4

 Add attachments